

Date of Submission	Date Created	Suggestion Reviewed	Provider	Source Suggestion Type	Suggestion Notes	Child Safety	Require Call to Hotline	Type Of Action Recommended	Recommended Action Taken	Date Action Taken	Date DCF's Contacted	Provider Contacted	Outcome	DCF's Contacted	
01/06/2023	01/17/2023	2	Riveridge	Staff Interaction	Staff left resident use their phone. Note 2 They starving	No	No	No Further Action	No			No		No	
01/09/2023	01/17/2023	6	One Hope United Huddleston	Staff Interaction	1/7/23 - I constantly flipping me off. I don't know what I did to her. She sometimes does it but not even looking at her. When she does that it makes me very upset. Sometimes when she is upset and destroying things it makes me not feel safe. 12/10/22: tried to run over. She was screaming out the window, taunting us. She put the car in reverse and tried to run over. I don't feel safe. Either she needs to do her job or be fired. Period point blank. 11/23/22-So I went on run with another youth and came after us in a OHU car and the other youth were in an alleyway and I stopped walking and told the other youth to keep walking and then started driving and I had to jump out of the way so she wouldn't hit me with the car. 12/23/22: was denying me and another youth the right to call the advocacy hotline for DCFs. And I told to fuck off and started to walk away and she said you would like to and there so he can be pulled in as a witness. 12/29/22: said that she was going to slam me on my face if I run. She wants to say she thinks that I wanted to go on run just for attention but when I want to go on run when I am struggling and no one wants to care about my feelings. She also wants to take my grievance and I was writing a list on what staff do so I can show my caseworker. When I went to the basement, she went in my room and took them. In my notebook had my dad's birthday message because he has been dead for 2 years now. She wants to say that I talk about him too much. The only reason why I talk about missing him so much is because it hurts too much to have him gone. He was in his 40s when he passed away. I don't feel safe around her and I think she needs to be fired.	No	No	Email	Yes		01/12/2023	01/12/2023	Yes	A couple of the notes were part of a pending investigation. Those notes were forwarded to the investigator. The other concerns were forwarded to the residential agency's management.	No
01/13/2023	03/13/2023	7	Rice Child & Family CHASI	Programming	"Lockers for Employees" Anonymous "Incentives for Employees" Anonymous "Recognition for the Employees" Anonymous "Better Programming" Anonymous "Better Planned Activities for the kids" Anonymous "Better Pay for Employees" Anonymous "Time in 1/2 for Holidays" Anonymous	No	No	Meeting	Yes	02/06/2023		Yes	Discussed at admin meeting with Director, Milieu Coordinator and Therapy Supv.	Yes	
01/13/2023	03/13/2023	1	Lydia Home	Peer Interaction	"Concern-A Concern that I have is about because she is rude to everyone, and she is also mean to me all the time." 1/8/22 - CCM	No	No	Meeting	Yes	02/06/2023		Yes	Discussed at admin meeting, Milieu supv and clinical case manager was informed.	No	
01/13/2023	03/13/2023	1	Lydia Home	Staff Interaction	Discussed at admin meeting with Director, Milieu Coordinator and Therapy Supv.	No	No	Meeting	Yes	02/06/2023		Yes	Milieu Supv and clinical case manager was informed.	No	
01/23/2023	02/03/2023	2	One Hope United Huddleston	Casemanager Interaction	OHU Suggestion Box 1/23/23 -1/19/23 - I feel like I can't speak up in my staffings because I interrupt me. I feel like I can't advocate for myself because they are trying to stop me. I have so many complaints and they refuse to let me speak. I feel very invalidated. -1/29/23 - Today I had my child family team meeting and they all besides my mom are trying to push me to go to a TLP but I told them I don't want to go to a TLP.	No	No	No Further Action	No	02/03/2023	02/03/2023	No	Monitor will help youth advocate in their staffings.	No	
01/31/2023	02/01/2023	3	Oranga Academy	Staff Interaction	1) Me too I am also bored asf 2) Staff are being lazy and are not fulfilling our needs and wants. Please help!!!! 3) There is a staff name that throws our past mistakes in our face and we as clients feel very disrespected. Also, a staff name and she calls us clients bad names. Also, around from 11/10/22 she took this exact note out of the box and read it which I feel is a violation of us client's privacy.	No	No	Email	No	02/01/2023	01/31/2023	No	No response as of yet.	No	
02/14/2023	02/22/2023	4	One Hope United Huddleston	Staff Interaction	1. Made a statement about killing me and now I don't feel safe around her. 2. They were saying that I can't use the boy's bathroom in public but the men's bathroom is the bathroom that I feel more comfortable to use. I feel like they are denying my rights as a transgender male. I am having the same issue at school. 3. Denied to take my tv privileges because my laundry was not done at the cut off when my clothes were still wet, this is why it was still in the dryer when the overnights came. I don't think it is fair because they did not give me a chance to explain. 4. Staff are trying to tell me and other youth to redo our chore majors when we did it yesterday.	No	No	Email	Yes	02/22/2023		Yes	Email OHU Director to address these issues.	No	
02/14/2023	03/13/2023	7	Rice Child & Family CHASI	Programming	Not Enough Snacks - Anonymus They/Staff make us stay in or rooms one hour or longer. When it's only 30 minutes - Anonymus No money comes in for clothing DCFs / Anonymus No therapy or mental health/behavior groups or lessons. We always watch tv - Anonymus Very valuable items are missing - Anonymus Too much fighting with clients. Staff argue a lot. Anonymus We cannot go on outings because of other children acting out. Anonymus.	No	No	Meeting	Yes	03/10/2023		No	Discussed in admin meeting with Director, Clinical Supv and Director of Programs. Director will re-review with staff and youth the clothing voucher policy, have staff do ongoing inventories. Staff will be reminded of time limits of 30 mins for youth. Director and Clinical Supv are short one clinical therapist for one unit and will begin dividing the youth with no therapist into the other three unit's weekly therapies. No items missing recalled. Program and trip denial as punishment will be addressed with a uniform system of standards. Staff moral will be addressed with affinity groups. Versatility of snacks will be considered.	No	
02/23/2023	02/24/2023	2	Oranga Academy	Staff Interaction	10/23/22: Debra [redacted] They did not restrain a youth in a professional manner. The restraint was from 8:47pm-9:20pm. 11/17/21 at 8:27am: I am informing you guys of what I feel is unprofessional. Every day from clock in to clock out staff seclude themselves to the back office and to another staffer's office to take part in unprofessional conversations in their personal life. Their boss condones it. It pisses me off because they should be helping on the floor and setting others work in her office. They are always texting on their phones and spreading gossip. When they are available always calls them to her office for no reason when I need them because she knows that she pisses them off. She is an overly bitch and I tell her how it is. Please bring this to attention. I want my identity to remain confidential because they have a habit of treating kids like shit when they tell people things about them. Thank you.	No	No	Meeting	No	02/27/2023		No	none as of now. CWSS will discuss this at ADMIN meeting on 2/27	No	
02/23/2023	03/13/2023	6	Ada S. McKinley McKiss shelter	Programming	The "Kid Menu" if a kid is 13 or older they should be able to choose anything off the food menu. The "age restriction" I feel that when watching a show and you're 13 or older you should be able to watch like movies that are not directly your age like let's say you're 13 and you are mature. You should be able to watch a 14+ movie or adult show or if it's like a scary movie depending on what it's about, could be rated R, maybe. The "no cussing". I think the no "cuss words" on tv should be for little kids. Not older kids. The "little kids gifts". Let's say we are playing bingo and there are gifts and you are 13 years old and there are babydolls on the table. Would you want a babydoll at 13? No. So I think there should be more gifts for 13 year olds or like older kids like bags, jewelry, accessories, candy, water bottles, hairties, etc. And the dress code. I find it very weird that the dresses we wear have to be over your knee and we can't wear crop tops, etc. But how are we supposed to express ourselves if we can't wear what we want? The "shaving" like because I am so not playing about this one. I'm not letting someone shave for me. So I think because I'm 13 should be able to shave myself if knowing I've been shaving for 3 years like bro, thanks.	No	No	Meeting	Yes	03/23/2023		Yes	Discussed youths concerns with Director. They will consider cooler clothing when seasonally appropriate. Snacks and gifts for older kids will be reviewed. Agency will offer hair removing cream instead of razors.	No	
03/07/2023	03/09/2023	4	One Hope United Huddleston	Staff Interaction	OHU Gibb Suggestion Box 3/7/23 2/20/23: Unknown - My parents have been trying to get hold of [redacted] about our visits since February. She kept telling them she would contact them about it at any staffing but never did. And this was before her vacation. When she got back from vacation she asked [redacted] about updates of visits, she said that wasn't her job. To this day, she still hasn't figured it out. It's getting frustrating because [redacted] does this stuff all the time, she never gets back to my case worker case worker. I'm tired of her never doing her job and making excuses and this is not acceptable. And she need talked to by her boss ASAP! 2/20/23: Unknown - My treatment team that helps with my placement isn't helping me out. [redacted] isn't checking her emails or calling to get updates. They aren't figuring out my placement and I would like to be out of One Hope. 2/20/23: Unknown - I'm so fed up with [redacted] n. She doesn't do her job when I call her on it she walks away from me. I feel like that's very unprofessional, and she needs to get spoken to about it. When I talk to my staffing team, they just ignore me. 2/20/23: [redacted] - Everytime I want to be woke up night shift I never ever do it. They all from [redacted] won't wake me up because of an "attitude" that I don't. The staff [redacted] accused me of turning on the tv when she did but I got in trouble. Another time when she did that she accused me of showing her because I called her a "hippopotamus looking" girl because she was lying about modified points sheet. I told a few supervisors but nothing has been done.	No	No	Email	Yes	03/09/2023		Yes	I will email and address concerns with OHU Director [redacted]	No	
03/15/2023	03/27/2023	1	One Hope United Northern	Staff Interaction	What is your concern with your services: I don't feel comfortable in Dawson. I advocated multiple times and they don't care. How could your concern be addressed: Moving me to Memory.	No	No	No Further Action	No	03/16/2023	03/16/2023	Yes	Suggestion was retrieved from the Suggestion Box on 03/15/23 at 4:40pm. I spoke to [redacted] privately. He stated that his chief complaint was that [redacted] calls him a "bitch" and he puts his hands on [redacted] happens in his room or somewhere that there are no cameras. He puts his hands on [redacted] shoulders or arms. He told his therapist [redacted] house supervisor [redacted] and asked to be moved to Memory Home but they aren't listening to him. He feels safe but not comfortable. I spoke to [redacted] house supervisor on 03/26/23. [redacted] stated that [redacted] has been the only male staff working in the house and [redacted] is able to hold the structure in the home. Last week [redacted] went to the Lake Villa Police Dept to file a report on a concern at the school and [redacted] but told police he didn't want to press charges, he just wants the 2 staff members fired. [redacted] stated that he and [redacted] have had to restrain [redacted] instances of dangerous behaviors, i.e. jumping out of windows and going AWOL. He has never heard [redacted] using foul language and he works frequently with [redacted] when on duty. [redacted] stated that [redacted] wants to be moved to Memory Home because that is where his former roommate currently lives. Case worker was texted, called and emailed with the above information and requested to call this monitor back to discuss. [redacted] called back on 03/17/23 11:10am. She stated she has just been assigned to [redacted] case 2 days ago.	No	

03/16/2023	03/17/2023	3	Transitional Centers, Inc.	Staff Interaction	All 3 by same youth: The general director was restraining me and then he went between my legs and grabbed my penis at 4 p.m. Anthony was saying threats to me at 4:09 p.m. stating that he will catch me outside of here, the cottage is a dangerous place there is no first aid kit and no fire extinguisher. They had staff almost breaking my arm I was crying in pain and they weren't helping let me sit in pain. Next one: At 4 p.m. 3/17/23 [redacted] grabbed my penis during a restraint and was laughing at me during it saying sexual remarks to me. At 4:09 p.m. [redacted] was threatening me saying he would catch me outside of here. The cottage has no fire extinguisher and no first aid kit. I also have metal in my head and they were throwing me around and made my stitches come out during a restraint and they didn't get no medical attention. Daulten Amos Next one: they refuse me medical attention and let me sit in pain and laugh and joke while in pain and wont let me go to the hospital [redacted]	Yes	Yes	Phone Call	No	03/17/2023	03/16/2023	Yes	Discussion with TCJ placement worker as youth was out of program for medical appointments in Chicago. Worker agreed to further discuss with youth when transporting him back to facility. Hotline phoned on 3/17/23 and accepted intake no [redacted]	
03/19/2023	03/20/2023	1	Transitional Centers, Inc.	Programming	3/18/23 They treat the cottage like it don't exist No name is on the note	No	No	No Further Action	No		Yes	There was no name on the suggestion, the agency has their advocacy monthly, the Cottage is one of the 5 units and the have brought this issue up. TCJ has explained to them that the Cottage is an extension of the main building. [redacted]	Yes	
03/25/2023	04/12/2023	1	Onarga Academy	Facility	[redacted] kept cursing at me she said fuck taking my shampoo body wash. Fuck you talking to.	No	No		Yes		Yes	CW's addressed the concern while on the unit [redacted] will address this with staff on the unit [redacted]	No	
03/29/2023	03/30/2023	1	Transitional Centers, Inc.	Facility	If got restrained and got grab on my neck. Staff or disrespectful. I don't fell safe here any more nobody likes me staff cursing at us we get the same food staff gets anger at us. Staff comes in are room. We barely get are vending. Staff threaten us with get kids to beat people up. Staff smokes then comes back in the center smelling like it. Please help us kids" He wrote on top of the note i wanna call my mom her name [redacted]	No	No	No Further Action	No	03/30/2023	03/30/2023	Yes	I spoke with [redacted] (Clinical Director) this morning and [redacted] is on restriction [redacted] he reported to her that he had fallen and though his left elbow was broken [redacted] spoke with nurse [redacted] and she had saw him earlier and he didn't speak about an elbow but a rash. He refused to go to the hospital to have it checked therefore he was told he was on restriction till he could be seen by the doctor. He was mad went in his room and tore up room, air conditioner, she met with him to discuss. They also spoke to his teacher who said that day he was in the gym and the weight room and never mentioned it [redacted]	No
03/29/2023	03/30/2023	1	Transitional Centers, Inc.	Facility	If got restrained and got grab on my neck. Staff or disrespectful. I don't fell safe here any more nobody likes me staff cursing at us we get the same food staff gets anger at us. Staff comes in are room. We barely get are vending. Staff threaten us with get kids to beat people up. Staff smokes then comes back in the center smelling like it. Please help us kids" He wrote on top of the note i wanna call my mom her name [redacted]	No	No	No Further Action	No	03/30/2023	03/30/2023	Yes	I spoke with [redacted] (Clinical Director) this morning and [redacted] is on restriction [redacted] he reported to her that he had fallen and though his left elbow was broken [redacted] spoke with nurse [redacted] and she had saw him earlier and he didn't speak about an elbow but a rash. He refused to go to the hospital to have it checked therefore he was told he was on restriction till he could be seen by the doctor. He was mad went in his room and tore up room, air conditioner, she met with him to discuss. They also spoke to his teacher who said that day he was in the gym and the weight room and never mentioned it [redacted]	Yes

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04/13/2023	04/21/2023	8	One Hope United Huddleston	Staff Interaction	OHU Suggestion Box 4/19/23 4/10/23 - I am writing about [redacted] She has been giving me attitude and using a lot of force that I don't like. She got mad and gave me an attitude because I didn't want to do all the chores in the home. She was like "you are the one who said you wanted to do them all" in a rude tone. Tasia was a witness to this incident. 4/11/23 - I am writing about [redacted] She has been giving me attitude and using a lot of force that I don't like. I have a lot of things to write about them and give it to the staff to put in the office. Today I was zoning out and accidentally stepped backwards and there was another patient behind me and I bumped into them and she was like "why did you do that" in a loud tone and another patient heard it. Then I asked after pregnancy group if another staff could take me outside after med pass and she was like "no that can't happen because that would leave me after ratio". So I was like "okay" and then she literally left to go get McDonalds when there was only 1 staff in the home with 5 kids and then another patient came back so 6 kids. 3/1/23 - [redacted] - They took away my MP3 player without letting me explain myself about what I found on there. 3/15/23 - [redacted] - The nurse made me go to school when I felt like I was going to throw up all day I feel like that. They would not let me stay home. 3/15/23 - [redacted] - Staff would not let me stay home when I felt like I was going to throw up. [redacted] - I let me stay home then I will refuse school. 3/17/23 - [redacted] - Staff don't give a damn about youth here. [redacted] was not jumping to go help him. 3/20/23 - [redacted] - Staff broke a very special mug that I got from a very special foster family that really cares about me and I really care about them too. The only reason why I am not with them because of emotional needs. 3/20/23 - [redacted] - [redacted] wants to take away my privileges because he thinks I didn't shower right.	No	No	Email	Yes					Yes	Added reports to OHU Director [redacted] for her to address with her staff.	No
05/06/2023	05/06/2023	2	Transitional Centers, Inc.	Facility	I have a problem with the cottage there is no air in this house it is extremely hot.	No	No	No Further Action	No	05/06/2023		No	During my observation the air was on, youth had door to unit open. The air was running appropriately.	No		
05/06/2023	05/06/2023	0	Transitional Centers, Inc.	Facility	Phone cottage is not at this moment working since 7:28 p.m on 5/5/23	No	No	No Further Action	No	05/06/2023		No	The agency was working on the issue, they had tried new batteries, and working on internet. Calls were able to come in but youth could not call out.	No		
05/09/2023	05/10/2023	2	Oranga Academy	Staff Interaction	#1: "So, our staff is punishing all the youth because one youth changed another youth's name in the switch. They are no going by hand and book rules. The rule book says we can have five minutes if we are using appropriate with the rules. Also, staff go into my room and take staff out of my room without notifying me. The handbook says that if anything needs to be removed staff will inform you and will either keep it in storage, return it home or to your legal guardian or county or state worker." #2: "staff took my crochet stuff for safety reasons but I have had it for 2 almost 3 months now, but now they want to take it so after they took it cut, they still refuse to give it back. Crocheting is my main coping skill."	No	No	Meeting	No			No	CWSS will discuss at ADMIN meeting. Information provided is not a suggestion or immediate safety concern. Simply youth upset with how staff responded to an incident or when they have identified a concern.	No		
05/21/2023	05/23/2023	6	Kemmer Village	Staff Interaction	The rules here are just dumb. This place puts the "FU" in "Fun". Like I'm a teen, let me have fun. Let me dance Let me sing Let me go outside and play with the boys and girls. 10's are dumb. Staff just want to put us in our rooms every 5 minutes. They also send us to our rooms to talk to one person, they can just take them to the reinforcement room. Staff shouldn't talk to us the way they do. We're teenagers not grown ups. We don't need to be treated like shit. They can talk to us nicer. Bro, plz help us. DCFS are y'all trying to help us or not? Cause it's hard to tell. This place is sexist. Boys get away with everything and the girls get it too trouble for anything.	No	No	Email	No			05/23/2023		No	This monitor informed the agency of the entries. The entries are anonymous so this monitor could not contact the worker.	No
05/28/2023	06/13/2023	1	Catholic Children's Home	Staff Interaction	[redacted] has been sending kids to beat me up Please help	Yes	No	Phone Call	Yes		06/09/2023	Yes	I was interviewed by DCFS monitor. Also, a response was [redacted] to be given by the CCH director. The residential monitoring supervisor stated she did not believe the case to the level of a needing a hotline call. Lastly, the caseworker and case supervisor were made aware so they may follow up in the future. The responses from [redacted] interview and CCH response are below. [redacted] interview 6/8 at 6:25pm at CCH. I, DCFS Child Welfare Center Specialist [redacted] [redacted] sought in the staff office [redacted] and [redacted] were in the office. They didn't stop the fight, they stopped on their own after about a minute. I asked them if the 2 staff fought to fight him. He stated [redacted] Then then reported "Well, it did happen once". He stated in late May and went to [redacted] sought in the staff office [redacted] and [redacted] were in the office. They didn't stop the fight, they stopped on their own after about a minute. I asked them if the 2 staff fought to fight him. He stated [redacted] [redacted] spoke with [redacted] alone in the staff office at CCH. [redacted] was dressed well and showed no physical signs of CA/T. [redacted] seemed apprehensive, so I assured him he wasn't in trouble. I asked him if he had anything to tell me. He stated no. I asked him about to note he put in the suggestion box and showed it to him. He reported the following: •That wasn't true •He was just mad when he wrote it. •He feels safe here Then then reported "Well, it did happen once". He stated in late May and went to [redacted] sought in the staff office [redacted] and [redacted] were in the office. They didn't stop the fight, they stopped on their own after about a minute. I asked them if the 2 staff fought to fight him. He stated [redacted]	Yes		
06/02/2023	06/22/2023	1	Allendale Association	Staff Interaction	Page 1 "staff refusing me to talk to any higher ups above [redacted] including inappropriate staff that's happening on the unit and about my plan and multiple other stuff that's bad happening on the unit. I ask to call during business calls today Thursday 6/8 during my call I asked to call [redacted] regarding something very important (private) [redacted] said no there's nothing to talk to him about and that he doesn't want to talk to me that he asked for was my plan and they sent it to him. She said he doesn't work in the st he used to. He's only 10 so they don't have to let me talk to him. But they also won't let me talk to no one else [redacted] supervisors. They know they don't staff they not supposed to, that's why they won't let me talk to anyone outside the unit. Also asked director to talk to [redacted] he said if he needs to talk to me he will come over. But that's the thing, he doesn't know I need to talk to him. That's why I'm trying to get in contact with him and he only comes over when there are restraints staff said: so what I'm supposed to do - get in one so he will come? Anyway no one is listening so a staff from a different unit or residential told me to advocate for myself and request to talk to him on a form so if this could get sent to [redacted] or told to him, I'm requesting to talk to him. Page 2 Staff being disrespectful/rude to clients right when they get back from school. Always being negative, causing us to, telling us we're not worth it and putting us down. Wednesday 6/7 12:23 staff [redacted] told me to shut the fuck up and I told her it back and she gives me a minor. I said you said to me first and she says she's allowed, she is an adult. That argument keeps going [redacted] always tells me I can't work [redacted] continues saying she isn't scared she'd beat my ass [redacted] she wanted. Staff [redacted] just comes into work with an attitude, cussing at us, saying we stink [redacted] same. Just yells at us and the only way to not get yelled at and a consequence I have to stay in my room. Not ever being able to speak up for myself. Staff make fun of us for writing complaints. They no one gonna wanna talk to us so all we do is write forms and say they gon talk to us cuz they don't feel safe cuz we gon write a form on	No	No	Phone Call	Yes			06/02/2023	06/05/2023	Yes	I met with [redacted] the same day I got the Suggestion write up out of the box. We reviewed everything she wrote and did not change anything she had written. She said it was correct. She gave her approval to talk to the unit Director, [redacted] about it and that I could tell him her name but asked that the other staff not know she wrote something. [redacted] spoke sent a text and left a voice message for [redacted] at hallway on the Allendale campus on 06/07/23 Friday immediately after I left the house. He could not talk on Friday but we talked at length the following Monday 06/05 about her concerns and I read the entire complaint to him, word for word. He assured me he would talk to the youth and that her Safety plan had already been modified so some of her privileges were restored. [redacted] responded that there is a girl on his unit at the house [redacted] knows who it is. The girl gave her approval to let [redacted] know who she is. He stated that things were taken out of context and he recently became aware of the complaint already and asked all of the girls on the unit to put things in writing in the DCFS Suggestion Box and the Allendale Suggestion Box. [redacted] is still having issues understanding why she is on an ICWP when she has been AWOL several times recently, being gone anywhere from hours to several days at a time. He stated that she needs to work with her therapist and staff about her behaviors, risks, etc. and recommended to her Developing a Safety Plan. He said that there's a lot of acuity on her unit so the unit can't allow anyone to go off campus. [redacted] behavior pattern is to put on a lot of makeup right	Yes
06/02/2023	06/22/2023	1	Allendale Association	Staff Interaction	Page 1 "staff refusing me to talk to any higher ups above [redacted] including inappropriate staff that's happening on the unit and about my plan and multiple other stuff that's bad happening on the unit. I ask to call during business calls today Thursday 6/8 during my call I asked to call [redacted] regarding something very important (private) [redacted] said no there's nothing to talk to him about and that he doesn't want to talk to me that he asked for was my plan and they sent it to him. She said he doesn't work in the st he used to. He's only 10 so they don't have to let me talk to him. But they also won't let me talk to no one else [redacted] supervisors. They know they don't staff they not supposed to, that's why they won't let me talk to anyone outside the unit. Also asked director to talk to [redacted] he said if he needs to talk to me he will come over. But that's the thing, he doesn't know I need to talk to him. That's why I'm trying to get in contact with him and he only comes over when there are restraints staff said: so what I'm supposed to do - get in one so he will come? Anyway no one is listening so a staff from a different unit or residential told me to advocate for myself and request to talk to him on a form so if this could get sent to [redacted] or told to him, I'm requesting to talk to him. Page 2 Staff being disrespectful/rude to clients right when they get back from school. Always being negative, causing us to, telling us we're not worth it and putting us down. Wednesday 6/7 12:23 staff [redacted] told me to shut the fuck up and I told her it back and she gives me a minor. I said you said to me first and she says she's allowed, she is an adult. That argument keeps going [redacted] always tells me I can't work [redacted] continues saying she isn't scared she'd beat my ass [redacted] she wanted. Staff [redacted] just comes into work with an attitude, cussing at us, saying we stink [redacted] same. Just yells at us and the only way to not get yelled at and a consequence I have to stay in my room. Not ever being able to speak up for myself. Staff make fun of us for writing complaints. They no one gonna wanna talk to us so all we do is write forms and say they gon talk to us cuz they don't feel safe cuz we gon write a form on	No	No	Phone Call	Yes			06/02/2023	06/05/2023	Yes	I met with [redacted] the same day I got the Suggestion write up out of the box. We reviewed everything she wrote and did not change anything she had written. She said it was correct. She gave her approval to talk to the unit Director, [redacted] about it and that I could tell him her name but asked that the other staff not know she wrote something. [redacted] spoke sent a text and left a voice message for [redacted] at hallway on the Allendale campus on 06/07/23 Friday immediately after I left the house. He could not talk on Friday but we talked at length the following Monday 06/05 about her concerns and I read the entire complaint to him, word for word. He assured me he would talk to the youth and that her Safety plan had already been modified so some of her privileges were restored. [redacted] responded that there is a girl on his unit at the house [redacted] knows who it is. The girl gave her approval to let [redacted] know who she is. He stated that things were taken out of context and he recently became aware of the complaint already and asked all of the girls on the unit to put things in writing in the DCFS Suggestion Box and the Allendale Suggestion Box. [redacted] is still having issues understanding why she is on an ICWP when she has been AWOL several times recently, being gone anywhere from hours to several days at a time. He stated that she needs to work with her therapist and staff about her behaviors, risks, etc. and recommended to her Developing a Safety Plan. He said that there's a lot of acuity on her unit so the unit can't allow anyone to go off campus. [redacted] behavior pattern is to put on a lot of makeup right	Yes
06/21/2023	06/23/2023	1	Transitional Centers, Inc.	Facility	I am pleased to inform u that at 7:31 p.m. 6-12-23 we as a "whole" are out of ratio thank u	No	No	No Further Action	No		06/22/2023	No	Agency provided documentation that there were 3 staff on the program that day and they were not out of ratio.	No		
06/21/2023	06/22/2023	1	Transitional Centers, Inc.	Misc.	To DCFS - I was wondering why people of the TCI juvenile center of us juveniles are walking in the rain from the cottage to "our" center. I apologize for waiting a Loyol time. Thank U	No	No	No Further Action	No		06/21/2023	No	Spoke with residential director when it is raining youth are transported to the center by van.	No		
06/21/2023	06/22/2023	1	Allendale Association	Staff Interaction	Staff hold the past against her and when she speaks up they give her a minor for it. It's at the point where she wants to kill herself. Staff do bad things to the bad kids.	Yes	No	Report	No		06/21/2023	Yes	While at the facility, staff [redacted] and therapist [redacted] at Armour were notified that this youth may be having suicidal ideation and also notified them of her concerns. Monitors [redacted] and [redacted] spoke directly to the youth. She did not have a plan but stated that she felt like killing herself. She understood that staff would be informed of what she told monitors, and her suggestion in the box.	No		

06/29/2023	07/19/2023	16	Lydia Home	Staff Interaction	<p>LUNIT 1E</p> <p>1. Staff are not being helpful at all - Anonymous.</p> <p>2. I feel its not fair because staff shw favoritism to [REDACTED]. They let [REDACTED] do stuff to me and let him get away with it. [REDACTED]</p> <p>3. [REDACTED] is a child abuser and [REDACTED] Anonymous</p> <p>4. Stop hiring bitch ass staff. -Anonymous</p> <p>5. [REDACTED] cusses [REDACTED] out for no freakin reason. Me personally I think she should get fired for good because she should not had cussed me out for no reason. [REDACTED]</p> <p>6. Staff are taking stuff that they can't take from me - Anonymous.</p> <p>7. I need [REDACTED] fired because he is so rude. [REDACTED]</p> <p>8. Staff are being not fair to the clients and being slow. -Anonymous.</p> <p>9. All the staff are slow, stupid, dumb, and bitches and they can suck my dick. -Anonymous</p> <p>10. Staff cusses [REDACTED] out for no reason at all and I am tired of that. I am going to fire staff. - Anonymous.</p> <p>11. Staff are showing favoritism [REDACTED] overnight to [REDACTED] - Anonymous.</p> <p>12. Staff make clients eat off the floor and drink from the sink [REDACTED] -Anonymous.</p>	No	No	Meeting	Yes	07/17/2023	06/29/2023	Yes	DCFS monitor and supervisor discussed each concern during monthly administrative meeting. Monitor recommended milieu supervisor and Director to speak directly with youth and milieu staff on concerns and to also follow-up with further information.	Yes
06/30/2023	07/05/2023	1	Kemmer Village	Placement	<p>It was brought to my attention that a recently departed staff (female) who is only 21 and has a 10-month-old baby is trying to get [REDACTED] (client) as a foster child. She is very young and pretty. The youth had made several sexual comments about her while she was here that several staff overheard. I am concerned about her and her child's welfare if he ends up in this living situation. This needs to be looked into carefully for her and her child's best interest.</p>	No	No	Report	No	07/05/2023	07/05/2023	Yes	Referred back to worker and agency.	Yes

Date of Suggestion	Date of Created	Suggestion Received	Provider	Source Suggestion Title	Suggestion Notes	Child Safety	Require Call to Hotline	Type Of Action Recommended	Recommended Action Taken	Date Action Taken	Date DCFS Contacted	Provider Contacted	Outcome	DCFS Contacted		
07/15/2023	07/16/2023	1	Transitional Centers, Inc.	Casemanager interaction	Youth stated that he asked for a phone call at 1:15 then ask at 3:30 before phone calls where over then I can call my caseworker I got refused.	No	No	Email	No	07/16/2023	07/16/2023	No	When discussing suggestion with the youth he stated that he is able to make phone calls to his worker. His issue is his DCFS worker is not returning his calls or taking his calls he was not sure. I informed him I would email his worker and request he phone him.	Yes		
07/21/2023	08/02/2023	3	Onarga Academy	Food	please note the other two suggestion was illegible but were filed at the local office. Dear DCFS This is youth's name from Nexus Onarga Illinois. I have concerns for the campus. Today during lunch, we kids were served overdate food and moldy food in the cafeteria. Water is yellow and there is no consistency with staff. I choose to report this since things have somewhat been worse. The safety. The kids is not ok for them to be eating moldy food or drink yellow water. This place needs to be shut down due to unsecureress and safe environment. Thank	No	No	Meeting	No	07/25/2023	07/25/2023	No	No	CWSS shared with ADMIN the above concerns. She expressed hearing concerns about substandard food as well and stated they would be speaking to kitchen staff as well. CWSS was told the kids should not be drinking the water as this is a community wide issue and no one drinks the water. She stated staff should be monitoring this as they have excessive amounts of iron in their local water.	No	
08/24/2023	08/25/2023	1	Pavilion	Staff Interaction	When I was on a visit with my mother, and it was the day for me to return to the pavilion. My driver called my mom to tell her she was an hour away just dropping off another kid to their group home and my mother told her we were not home. We were at my mom's shop 15 minutes away and we asked would she mind picking me up from the shop. She said she had no problem with it and that she would see me soon. Seconds later, my unit manager, [REDACTED] called my mom's phone, yelling asking why we were at my mom's house and saying the driver had already came and gone and my mother tried her best to explain to [REDACTED] that she just talked to my driver and she was still an hour away. My mom was very nervous, but she hung up because he continued to yell and then my mom called the driver who had confirmed that she was still an hour away. Said that she also tried explaining to him that she has not made it to my mother house yet but he continued to yell and be difficult so she told the driver that she would just drop me off back at the pavilion. She said OK and then let [REDACTED] know and then he said OK. Then later that week [REDACTED] told me Pavilion can no longer transport me to my mom's house anymore but they will still transport me to my father even though that weekend my mom had to pick me up and drop me back off. They stopped my main transportation, which is not fair to me because I didn't do anything, but I am getting punished for something that I had to do with adults and nothing to do with me.	No	No	Email	No	09/05/2023	09/05/2023	09/05/2023	Yes	No	This monitor will email the concern to the Kemmerer Village staff.	No
08/30/2023	09/05/2023	1	Kemmerer Village	Staff Interaction	Staff are super rude and talk crap on kids in front of other kids. They are super mean, they make kids super depressed, they yell at for no reason. It hurts to hear some of the stuff they say. They need to get their act together and stop being rude to us. And they lie to get kids on NPS. Just telling the truth. Sorry.	No	No	Email	Yes	09/05/2023	09/05/2023	Yes	No	This monitor will email the concern to the Kemmerer Village staff.	No	
08/30/2023	08/31/2023	1	Onarga Academy	Food	I would like for food and lunch and dinner to be fully cooked. Meals are frequently under cooked and taste bad. We also have the same food over and over and would like more of a variety. Sometimes there are only three chicken strips or fish strips. CWS unable to make out last sentence.	Yes	No	Meeting	No	08/30/2023	08/30/2023	Yes	No	CWSS was told the kitchen staff has been addressed and they were already aware of the above issues and had been working on putting a plan in place.	No	
09/15/2023	09/18/2023	5	One Hope United Huddleston	Facility	No issues were identified by the youth. However, there were several noted in the DCFS suggestion box. 1. [REDACTED] youth was on sick protocol and was only provided soup or toast. The youth stated this is wrong. 2. [REDACTED] youth feel like staff [REDACTED] is out to get the youth and doesn't like them. Youth [REDACTED] lied about the youth's mother giving the youth a vape and is trying to get her and her mom in trouble. 3. [REDACTED] "I was coming back from my community time and [REDACTED] pulled up behind me in the van in the street and asked me if I wanted a ride. I said yes. She told me that I could only have a ride if I said we were friends. I felt very uncomfortable and obligated to say something I didn't want to say. She kept the doors locked until I said it, mean while there were 4 cars behind her. She makes me very uncomfortable, and I don't like her around or talking to me." 4. [REDACTED] "I went through my TikTok and over [REDACTED] viewed my TikTok account and was looking at it and I thought it was weird because I don't have the power to search my phone anymore so I'm confused why she is on her personal account looking at my stuff." 5. [REDACTED] "To start I barely got school clothes. I got only one pair of shoes and pair of pants. Tomorrow I was told that I couldn't get my money early as I told staff that I was going to be here to receive my allowance. [REDACTED] is controlling to us. She tries to be in every situation that goes on and try to take control of the situation when I'm talking to another staff. She also like the [REDACTED] and [REDACTED] the [REDACTED]."	No	No	Email	Yes	09/18/2023	09/18/2023	Yes	Yes	Additional information.	No	
09/15/2023	09/15/2023	2	Allendale Association	Staff Interaction	"I ask to play the game on Monday the 14 and when I was told the other kids time was up and it was my turn to play the game I hid his name. [REDACTED] he handled me the controller and I grab it and then out of nowhere he checked me out from why he was checking me then staff broke us up so I through a chair at him then staff took me to the back and I'm talking to the staff about what happened [REDACTED] started saying stuff about me and my family so I got mad and told him to stop or something was going to happen then he pushed through the staff and ran in my room and stating hitting me so I tried to push him of me then he grabed my arm that had surgery on and twisted it so I want to see the nurse and they told me to ice it the [REDACTED] and [REDACTED] started pooking me so I hit [REDACTED] with a charger and he took my bracelet off my arm and tried to rip it and staff took it from him and put it in the office then [REDACTED] he staff started to call me a bitch, a crazy retarded itss led then he said he was going to hurt me and that he didnt care about his job. I do not feel safe on Allendale campus bc my safety is in danger and my rights are being violated I'm scared to come out of my room to do anything bc of my safety and I was told that I'm not getting moved anywhere bc there's nowhere else for me to going I dont want to be at Allendale campus anymore." Second letter: "9-11-23 5:30pm [REDACTED] [REDACTED] he keeps telling me to fight him. He also tells staff that me and other kids are bullying him when he starts staff with most of the kids on the unit. he also is not tell staff his part of the problem so he doesnt get in trouble. and he keeps saying that I'm stealing his stuff trying to pook me. I'm not going to let I start some of he staff but he starts most of the staff with me. he's also trying to get me on HTD (harm to others precautions) and if I go get HTD I'm going to hurt [REDACTED] he needs to be moved off of this unit bc he's going to get hurt."	Yes	No	Meeting	No	09/15/2023	09/15/2023	No	No	No	Yes	
09/29/2023	09/29/2023	2	Onarga Academy	Food	The food continues to be undone. There is still no variety. Breakfast is very dry, very often. Portions are small. There seems to be no consideration for the food.	No	No	Email	No	09/29/2023	09/29/2023	No	No	CWSS is aware that ADMIN staff knows the concerns for the food. A email will be sent to inform them of the new complaints.	No	
09/29/2023	09/29/2023	2	Onarga Academy	Programming	There is a serious lack of cross campus activities. Rec. group helped, but there is also a lack of recreation activities and no current lifelines for heroes crime. Specifically.	No	No	Email	No	09/29/2023	09/29/2023	No	No	Email will be sent with youth concerns.	No	

Date of Suggestion	Date of Created	Suggestion Received	Provider	Source Suggestion Type	Suggestion Notes	Child Safety	Require Call to Hotline	Type Of Action Recommended	Recommended Action Taken	Date Action Taken	Date DCFS Contacted	Provider Contacted	Outcome	DCFS Contacted
10/02/2023	10/03/2023		2 Allendale Association	Staff Interaction	miss treat every time she does something good or bad. Sometimes gets called out her name through she is not. Everyone listens to other clients about things that are not true and she goes off what they and that I the way I feel. She feels targeted by So we feel does not give us enough support. And she is not letting us do anything with our stuff like go off campus like we're suppose to. Also we don't get our clothes that we suppose to get every 3 months or our hair voucher and she keeps us in our rooms. When doing hall rest is 3 days she do 1 weeks. So we feel like she shouldn't be here because she doesn't support us and she doesn't do her job right or she doesn't support us when we're doing good	No	No	Email	Yes	10/03/2023		Yes	Monitor spoke with youth who wrote the notes to check in and spoke with a staff on the unit that youth feel safe to talk to. Staff mentioned in the suggestion was not on shift during the visit, so monitor will be following up with an email to staff.	No
10/24/2023	11/03/2023		2 Indian Oaks	Peer Interaction	Two different youth submitted items in the suggestion box that were quite lengthy regarding feeling unsafe in the group home due to a peer's behaviors in the home. They cited issues such as the youth's behaviors disrupting their daily routine, youth being a bully, disrespecting staff and peers, threatening staff and peers, causes damage to property. This youth has smoked weed in the house, she doesn't listen to staff directives, slopes, needs to be restrained and injures staff during these restraints.	Yes	No	Meeting	Yes	11/01/2023		Yes	Provider and DCFS are aware of the issues with the youth. A recommendation has already been made for the youth to step up to QRTF and also for a secure care out of state placement.	Yes
10/30/2023	10/31/2023		1 Cunningham Children's Home	Facility	"We have roaches and spiders in the house" - collected from Cunningham Girls Group Home suggestion box.	No	No	Email	Yes	10/31/2023	10/31/2023	Yes	Email to provider recommending inspection of Group Home and contacting contracted pest exterminator to deal with bugs if an infestation is present	Yes
11/09/2023	11/27/2023		1 Transitional Centers, Inc.	Peer Interaction	11-9-23 all opened my room door and look in my room while I was getting dried off and putting lotion on after getting out of the shower I told staff and youth what I was doing and opening my door wide open and laughed and ran off while I was But naked there in past my door looked at my naked body and laughed stared at me while he was in his doorway until I shut my door. I felt and feel very uncomfortable this isn't the first time this has happened this has happened multiple times I strongly dislike being sexually harassed purposely by other men they also go around pointing each other and staff doesn't do or say anything when they see it I shouldn't have to deal with these outrageous behaviors on a daily with no consequence or change. Staff tell me they'll rip it up and throw it away. Same with UIC	No	No	Meeting	No	11/13/2023		Yes	11/13/2023 ATTN: RE: Response to concern from Concern: Youth reported that three of his peers opened his door and looked in his bedroom while he was drying off and putting on lotion after getting out of the shower. Reported speaking with the staff on the unit regarding this and feeling uncomfortable, other peers laughed at him. Response to Concern: Residential Director followed up with regarding his concern on 11/11/2023 reported that this incident occurred one time. Director advised staff on the unit and updated them on concerns. Staff were also reminded of 15 minute checks and the importance of in the moment reflection for malicious behavior. In addition to this all youth on the unit were educated during life skills groups on respecting each other and what appropriate boundaries look like. The expectation is that this will be monitored by all staff on an ongoing basis.	No